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What Human Testers Discover

When real people use software, they find bugs automated tests don't.

Your users are people. When test IO's people test your software, they catch the bugs your users will.

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We asked our testers: What kinds of bugs do you keep seeing?

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"Hidden buttons or other missing visual elements."
- Jenny L., Milwaukee, WI

Automated tests miss many UI bugs, since they don't need to "see" them to click them. For human software testers like Jennifer and for real users, hidden navigational elements are crystal clear. If the missing button on a certain version of Android is your "purchase" link, you're losing out on sales.

"First thing I check: does the Facebook login work?"
- Sonia Q., Caracas, Venezuela

Integrations with 3rd party software (like Facebook login) can break in certain OS versions or when users' settings are non-standard. Changing implementation guidelines can make your app stop working, even when you haven't changed anything.

# "It's not called hardware because it's easy."
– Bertha U., Capetown, SA

Does your app access the camera, microphone, gyroscope, or compass? Any usage of a device's on-board hardware opens the door to issues like upside-down photos, broken sound, or mis-oriented directions. On real devices, Bertha and our other testers dig up these potential problems before they hit your users.

"Editing images or processing video, you've got to **see** to if it's working."
- Todd W., Seattle, WA

A photo is worth a thousand words, but it's millions of bits. Human beings are the best testers to see if the photo or video manipulation is working as intended.
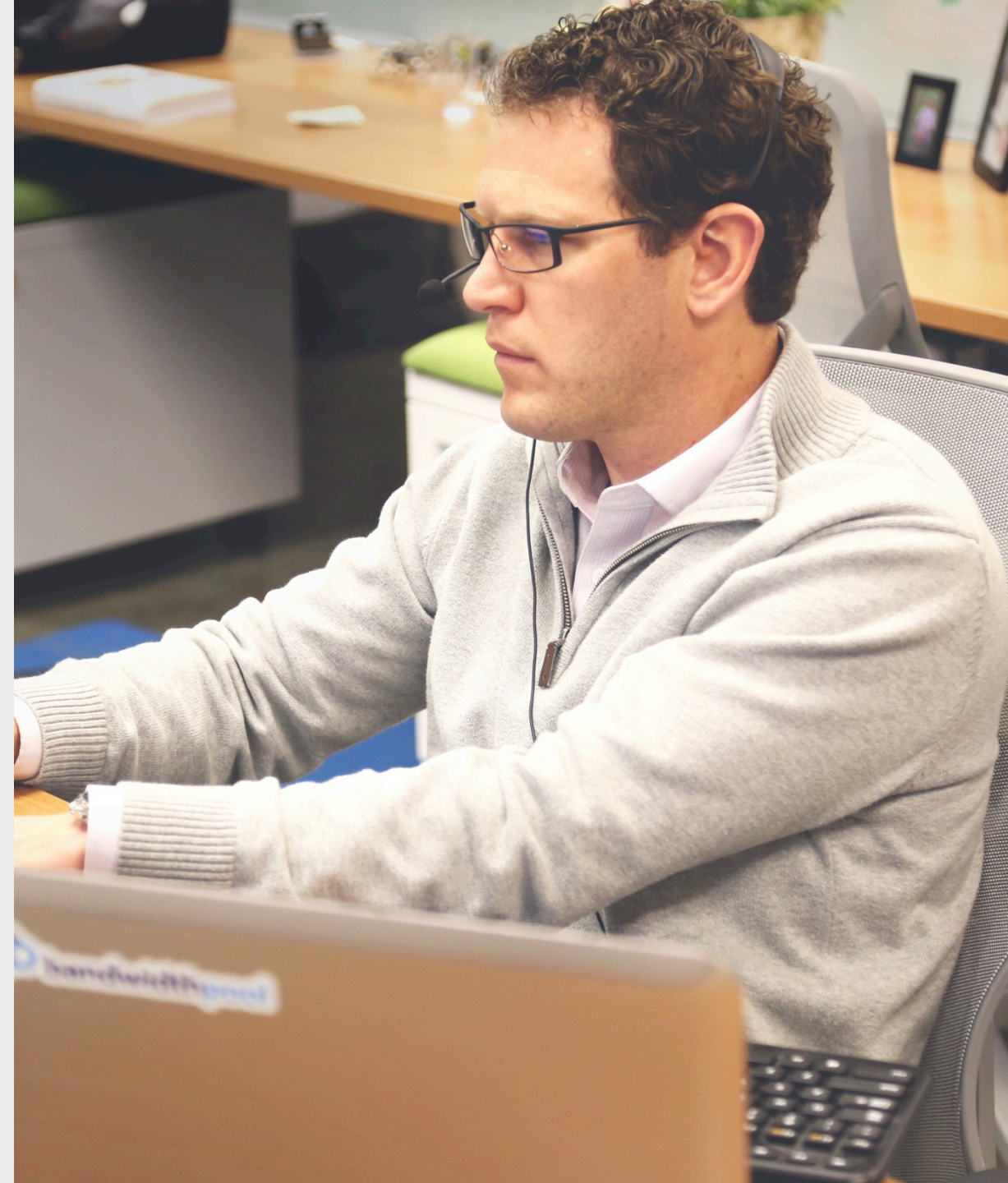
"Localization's tricky. I put Supercalifragiliciousexpialidocious as my name to see how apps handle it."
- Anne G., Hamm, Germany

Making sure all aspects of software actually work for a different country with a different language requires eagle eyes. Do words and navigation in the target language even fit on the user interface? Do currency amounts and formats work? Do the date formats match the language?

"It might work on your office's gigabit fiber, but what about on DSL -- or on the A-Train?"
- Sharon M., Brooklyn, NY

Software works (or degrades) differently in different circumstances, especially where it comes to internet connection. Sharon and our other testers know intermittent wifi or mobile connections reveal new issues that don't turn up on the strong connections of offices or labs.

"I watch out for script- & adblockers causing problems on your website."
– Sergey L., Kiev, Ukraine

With the growing popularity of extensions and add-ons that block certain scripts and online advertising, your website can get caught in the cross-fire. Sergey and our testers can pinpoint which adblocker is the culprit so your developers can reproduce the problem.

"Deep links can stop working when your app changes."
– Anna O., New Orleans, LA

If your app doesn't load when customers click on deep links, you're missing out on a lot of usage. Deep links that load the app but don't take the user to the intended location in the app also frustrate users.

"Responsive, but critical elements appear & disappear depending on size."
- Joyce L., Houston, TX

More sites are getting responsive redesigns, but can your customers always find key functions when on mobile? Testers make sure the navigation and key parts of the page are accessible on different screens.

"Testing outside the office uncovers all sorts of location-related issues."
– Jari L., Bangalore, India

Getting testers like Jari out of the office and off of regular networks means that apps with location-based features get a thorough review. How long does it take to locate me? How accurate is the GPS? Does having wifi on really make a difference?

"Getting paid! It's why companies exist, so I always test payments on apps & sites."
- Paula Y., Wellington, NZ

Don't lose out on making money because your payment system doesn't work in certain parts of the world. If 15% of your users are from South America or you're about to launch in New Zealand, make sure they can all pay.

"It's sadly all too common for XSS flaws to turn up on important sites."
- Kara S., Lima, Peru

XSS (cross-site scripting) vulnerabilities means that malicious scripts can be injected into a site that's considered legitimate and serious. It can be a serious stain on your reputation if your site or web app is exposed to this vulnerability.

"Battery drain, over-heating, high CPU usage. All signs that something's wrong."
– Jan E., Trier, Germany

It happens to the best-made apps. Sometimes software on mobile devices can cause excessive energy use, which in turn makes phones get hot. Bottom line is, the customer notices heat or a drained battery. But how will **you** know this is happening from an automated test?

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